



SIDES INFORMATION SHEET

What is the State Information Data Exchange System (SIDES)?

It's a convenient and secure way for employers (or their agents) to electronically receive and respond to requests for information regarding unemployment insurance (UI) benefit claims. Developed by the U.S. Department of Labor and the National Association of State Workforce Agencies (NASWA), SIDES provides a nationally standardized format for responding to UI information requests.

SIDES E-Response is a secure website designed for employers and/or their agents to respond online to requests for information on benefit claims.

SIDES for brokers is a method for large employers and/or third-party administrator to receive and respond to benefit claim information requests via server-to-server file transfers.

How does SIDES E-Response work in Montana?

UI eServices for Employers (eServices), Montana's UI Contributions website, acts as a doorway into the SIDES E-Response website. Once you are signed up to participate in SIDES E-Response, you will receive email notifications when there is a request waiting for you to complete. Simply log in to eServices and navigate to the SIDES Request tab (under Benefits). You'll see any requests waiting for you and be able to navigate into the SIDES E-Response portal to respond.

How do I sign-up to use SIDES?

Login to **UI eServices for Employers** at <https://uieservices.mt.gov> and provide us with the name, email address, and contact number for the person(s) responsible for replying to benefit claim information requests. **Note:** Only one SIDES contact can be listed per employer, however, we encourage the use of a group email box to ensure receipt of notifications timely.

Employers new to Montana UI and existing Montana employers who are new to eServices (and not already participating in SIDES), will be required to sign-up for SIDES during the registration and/or access request process on eServices. Existing eServices users, who are not already participating in SIDES, will be prompted to enroll when you log in to eServices. To enroll, navigate to the SIDES Contact tab (under Benefits) and complete the required contact information.

Am I required to sign-up for SIDES?

We strongly encourage all employers to utilize SIDES. Using SIDES to respond to benefit claim information requests saves both time and money for Montana employers and the state. It also better ensures the security and accuracy of the information being exchanged. Our goal is to one day have all benefit claim exchanges of information done electronically. However, it is not required at this time.

New employers and employers new to eServices must provide SIDES contact information during the registration and/or access request process on eServices. If using SIDES absolutely will not work for your business, you may contact our office to unenroll.

Will I still receive paper notices from UI Benefits?

You might. Not all requests for information can be handled electronically through SIDES. For those that cannot, you will receive paper notices. As Montana and NASWA bring on additional SIDES exchanges, more and more

requests will be done electronically reducing the amount of paper notices you'll receive. It is important you continue to respond to all notices timely and appropriately regardless of how they are received.

If I receive a paper notice can I respond to it via SIDES?

No. For claims initiated prior to your enrollment in SIDES and/or issues not currently supported via SIDES, you will need to respond as directed on the paper notice.

What is a SIDES exchange?

SIDES is compartmentalized into exchanges based on the type of claim issue being investigated or information being requested. Currently SIDES has exchanges for: Separation Information, Monetary Wages Reported and Potential Charges, Earnings Verification, Determinations and Decisions (Appeals), and Benefit Charge Notices.

Montana UI began utilizing SIDES in April of 2017 with the Separation exchange. We are continuing to develop our systems to accommodate the additional exchanges with plans to be fully implemented by the end of 2018.

What is a SIDES Broker?

A SIDES Broker is typically a large employer or third-party administrator (TPA) who responds to benefit claim information requests on behalf of multiple employers (clients). Instead of logging into a website to receive or respond to requests, electronic files are securely exchanged between brokers and Montana UI.

To exchange data with Montana (via SIDES), brokers are required to sign a Memorandum of Understanding (MOU) confirming they are authorized to respond on behalf of the employers they represent. They will also provide us with a list of their clients. Employers who utilize a broker to respond to requests for benefit claim information requests will not receive email notifications regarding the requests.

Becoming a broker does involve system development, testing, and certification coordinated through the national SIDES team with NASWA.

I'm a Third-Party Administrator (TPA) but not a Broker; can I use SIDES to respond on behalf of my clients?

Yes. TPA's who are not SIDES brokers but are authorized to respond to benefit claim requests on behalf of their clients, may utilize eServices to link to SIDES E-Response. An authorization form, specifically authorizing eServices SIDES access, will be required.

Where can I get more information?

For more information on SIDES and/or how to register, please contact one of our Customer Support Specialists at (406) 444-6963 or (406) 444-1874 or email uieservices@mt.gov.

